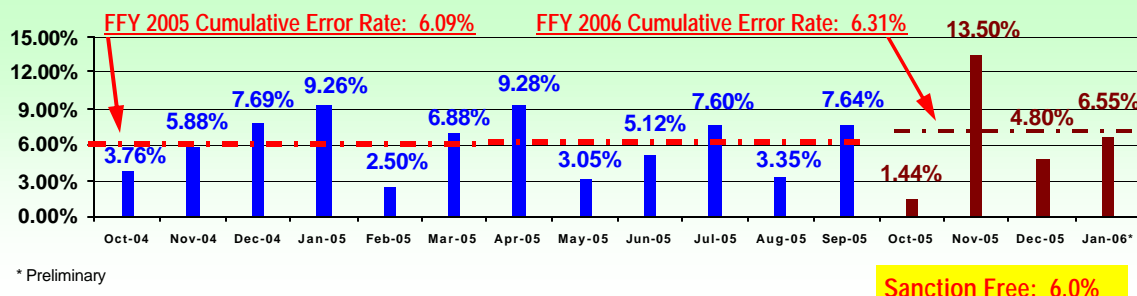


QC/QA NEWSLETTER

"To enrich lives through effective and caring service"

FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2005-2006



QUICK TIPS - FOOD STAMPS

ABAWD

Food Stamp Quality Assurance errors occur when LEADER does not generate the ABP 811 because the agency failed to generate the **first ABP 811** through LEADER. The ABP 811 can be printed from the **View Pending Client Correspondence** screen. Once printed and issued to the applicant, document action on **Case Comments** screen.

FOOD STAMPS RECERTIFICATIONS

Food Stamp Quality Control errors occur when the agency fails to review the **physical case** and complete the **Food Stamp Recertification and Cash Assistance Redetermination Checklist**, prior to or during the recertification interview with the participant. In some cases, the participant's Alienage, Employment, Shelter and Household size has changed since the last recertification. The agency needs to review and ask during the interview if information reported in the current Food Stamp application has changed from initial approval or from the previous year's Food Stamp Recertification form.

Note: File the LEADER generated Statement of Facts and the manual Statement of Facts (DFA 285-A2, SAWS2, or ABP 898-16) in the paper case. Agency needs to ensure that information reported on manual forms match the LEADER Statement of Facts.

QUICK TIPS - MEDI-CAL

PROPERTY LIMIT

Medi-Cal Quality Control errors occur when a participant reports an address change and the agency fails to review the **LEADER Case Record** or **Question the Participant**, to determine if the previous residence was rented or owned. If the residence was owned by the participant, the agency needs to inquire about the proceeds of the property sale. The agency needs to determine if the proceeds were re-invested as an exempted resource (new home) or as a countable resource (bank account, stocks).

Note: Check the existing countable resources to see if the participant is now over the **Property Limit**.



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